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April 15, 2004

TOWNSEND and TOWNSEND and CREW LLP

By:

Aurora Lowell
Aurora Lowell

PATENT

Attorney Docket No.: 020366-069210

C
#21
VT
4/29/04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen, et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR
ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

AMENDMENT

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Technology Center 2600

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Sir:

Please enter the following amendments and remarks as a submission under 37 C.F.R. § 1.114 as part of a Request for Continued Examination (RCE). Claims 1-25 are currently pending.

In response to the Final Office Action mailed December 17, 2003, and the Advisory Action mailed February 27, 2004, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.